

Department of Public Health  
and Human Services

Section:  
APPLICATION PROCESSING

FOOD STAMP PROGRAM

Subject:  
Household Rights and Responsibilities

**Supersedes:** FS 103-3 (02/01/02)

**References:** 7 CFR 273.1 and 7 CFR 273.2

► GENERAL RULE -- The Office of Public Assistance (OPA) Case Manager will inform all households applying or recertifying for food stamp benefits of their rights and responsibilities using the form HCS-220. The form also informs households of their reporting requirements. The household is not required to sign the form. Benefits cannot be pended or denied for not signing the form.

**►HOUSEHOLD'S  
RIGHTS**

Households applying for or receiving food stamp benefits have the right to:

1. have their civil rights protected;
2. be informed that case information is confidential and is shared only for purposes directly related to the administration of the Food Stamp Program;
3. request help to complete forms and obtain required verification;
4. have interpreter or translator services at no cost or delay;
5. request an appointment outside regular business hours to accommodate work schedule;
6. have the application processed and receive a written decision regarding the eligibility determination within 30 days following the date of application unless the OPA is unable to make an eligibility determination due to circumstances beyond the OPA's control;
7. request a fair hearing if they disagree with any action taken on their case;
8. request management review of an employee decision without affecting rights to a fair hearing;
9. receive food stamps within 30 days following the date of application if determined eligible;
10. receive food stamps within seven days if determined eligible for expedite processing;

11. receive a written notice mailed at least 10 days before benefits are decreased or closed;
12. be informed of changes in eligibility and benefits;
13. be assisted with the application/recertification process by individual(s) of their choice;
14. be informed of the consequences if they do not comply with all required non financial and financial eligibility requirements;
15. be informed of the disqualification penalties for an intentional program violation and fraud; and,
16. claim good cause for not complying with certain eligibility requirements.

**►HOUSEHOLD'S  
RESPONSIBILITIES**

Households applying for or receiving food stamp benefits have the responsibility to:

1. complete and sign the application form and any other required forms;
2. report changes according to their reporting requirements;
3. provide a Social Security number for all members of the household requesting to participate in the Food Stamp Program unless good cause exists (FS 303-1);
4. provide all information/verification as requested within the time specified; and,
5. comply with all program requirements and requests for verification/information such as cooperation with Program Compliance reviews.

TP